



## BeyondTrust Accessibility Conformance Report

*VPAT® Version 2.5*

***Remote Support Web Rep Console***

### **BeyondTrust**

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## Name of Product/Version

**Name of Product:** Remote Support Web Rep Console

**Version:** 12/6/2024

## Product Description

The BeyondTrust Web Representative Console (Web Rep Console) is a web application that allows the user to view and control a remote device to provide customer support.

## Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the **Remote Support Web Rep Console** as of **December 6, 2024** and is only valid for the version and date it was tested.

## Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2025, NVDA 2024.3, Freedom Scientific ZoomText 2025, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 11.

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND</a> <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	No

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some images and graphical buttons have alternative text. Some images and graphical buttons do not have alternative text.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Audio-only recordings are not used.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Multimedia is not used.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Multimedia is not used.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Data tables contain structural markup for headings.</p> <p>Heading tags provide structural markup in some areas. Some subheadings do not use heading tags.</p> <p>Form fields are explicitly labeled in some areas. Some toggle controls and edit fields are not explicitly labeled. Some required form fields do not programmatically indicate they are required.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Correct reading sequences can be programmatically determined.
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions and content do not rely solely on sensory characteristics of components.
<p><a href="#">1.4.1 Use of Color</a> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Color is not used as the sole means of conveying information on some pages.</p> <p>Some pages use color only to indicate visual focus.</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	The application does not use audio.
<p><a href="#">2.1.1 Keyboard</a> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some functions of the application are keyboard operable. Some main menu items, dropdowns, and info dialogs are not keyboard operable.
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does not Support	The Screen Sharing and Command Shell features do not have a keyboard method to exit.
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)                      Also applies to:                      Revised Section 508 – Does not apply</p>	Not Applicable	Keyboard shortcuts using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters are not used.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	A timed response is not required.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Session timers cannot be paused, stopped, or hidden.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Flashing or blinking does not occur in the prohibited range.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Partially Supports	The application does not contain a Skip to Main Content link.  Landmarks are used.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Pages contain descriptive titles.
<p><b><u>2.4.3 Focus Order</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	The application can be navigated in an order that preserves meaning and operability in some areas.  Some actions cause focus to be lost on the page. Some areas contain non-visible controls in the keyboard focus order.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The purpose of each link can be determined from the link text together with context.
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)                      Also applies to:                      Revised Section 508 – Does not apply</p>	Not Applicable	Multipoint or path-based gestures are not used.
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)                      Also applies to:                      Revised Section 508 – Does not apply</p>	Supports	Pointer functionality does not contain down-events.
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 and 2.2)                      Also applies to:                      Revised Section 508 – Does not apply</p>	Partially Supports	User interface components with programmatic labels contain the text that is presented visually.  Some user interface components have visible labels but are not programmatically labeled.
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 and 2.2)                      Also applies to:                      Revised Section 508 – Does not apply</p>	Not Applicable	Application does not contain device or user motion functionality.
<p><b><u>3.1.1 Language of Page</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default human language can be programmatically determined.
<p><b><u>3.2.1 On Focus</u></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Putting focus on components does not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.2.2 On Input</a></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Changing the setting of user interface components does not automatically cause a change of context.
<p><b><a href="#">3.2.6 Consistent Help</a></b> (Level A 2.2 only)                      Revised Section 508 – Does not apply</p>	Supports	Help occurs in the same order relative to page content.
<p><b><a href="#">3.3.1 Error Identification</a></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Error messages are displayed on forms when fields are empty or improperly formatted.
<p><b><a href="#">3.3.2 Labels or Instructions</a></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Visual labels are provided for form fields.
<p><b><a href="#">3.3.7 Redundant Entry</a></b> (Level A 2.2 only)                      Revised Section 508 – Does not apply</p>	Not Applicable	Redundant information entry is not required.
<p><b><a href="#">4.1.1 Parsing</a></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<p><b><a href="#">4.1.2 Name, Role, Value</a></b> (Level A)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>Some components (e.g., dropdowns, combo boxes, accordions, toggle buttons) do not provide some required information (e.g., name, role, state, value).</p>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No live presentations hosted.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Multimedia is not used.
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)                      Also applies to:                      Revised Section 508 – Does not apply</p>	Supports	Application does not restrict content to a single orientation.
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)                      Also applies to:                      Revised Section 508 – Does not apply</p>	Supports	The purpose of input fields can be programmatically determined.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some text content in the application meets the required contrast ratios. Some menu items do not meet the required 4.5:1 contrast ratio.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Text can be resized without loss of content or functionality.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Images of text are not used.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	Pages reflow for the required zoom levels and screen sizes in some areas. Some page content such as session chat starts to get truncated after some zoom levels.
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	<p>Some application elements have a contrast ratio of at least 3:1.</p> <p>Some form fields do not have a sufficient contrast ratio.</p>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Supports	No loss of content occurs by setting style properties to meet the text spacing requirement.
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	Hover content (i.e., tooltip info) is persistent and can be dismissed, but is not hoverable.
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	There are multiple ways to perform various functions throughout the application.
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Headings and labels describe topic or purpose.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	The visual focus is well-defined in some areas. Some table and tab controls do not show visual focus.
<p><a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Partially Supports	Keyboard focus can be hidden behind menu content.
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only) Revised Section 508 – Does not apply</p>	Supports	Dragging movements are not required.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)                      Revised Section 508 – Does not apply</p>	Supports	Control targets meet the required CSS pixel size.
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default human language can be programmatically determined.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent navigation occurs throughout the application.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent identification occurs throughout the application.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Detailed error messages are displayed on forms when fields are empty or improperly formatted.
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)                      Also applies to:                      Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	The website does not cause legal commitments or financial transactions.
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)                      Revised Section 508 – Does not apply</p>	Not Applicable	The website does not have authentication.
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2)                      Also applies to:                      Revised Section 508 – Does not apply</p>	Partially Supports	Some dynamic status messages and error messages are announced by the screen reader. Some screen sharing notifications are not announced.

### Table 3: Success Criteria, Level AAA

Notes: Product was not tested to WCAG 2.0 AAA level

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>The application provides name, role, state, and value information to assistive technology for some components.</p> <p>In the Screen Sharing pane, when the user is controlling a remote device, none of the accessibility information for user interface elements in the remote device is available locally.</p>
302.2 With Limited Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>The application provides name, role, state, and value information to assistive technology for some components.</p> <p>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.</p> <p>The application does not meet the required contrast ratios for text in some areas.</p>
302.3 Without Perception of Color	Partially Supports	<p>Color is not used as the sole means of conveying information on some page.</p> <p>Some pages use color only to indicate visual focus.</p>
302.4 Without Hearing	Supports	Does not require user hearing.
302.5 With Limited Hearing	Supports	Does not require user hearing.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Does not require user speech.
302.7 With Limited Manipulation	Partially Supports	The application is partially keyboard operable.
302.8 With Limited Reach and Strength	Partially Supports	The application is partially keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

## Chapter 4: [Hardware](#)

Notes: This product is not hardware and therefore this section is not applicable to the product.

## Chapter 5: [Software](#)

Notes: This product is web-based and therefore this section is not applicable to the product.

## Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The documentation is in electronic format and can be converted to other formats.
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The BeyondTrust accessibility statement can be found at: <a href="https://www.beyondtrust.com/blog/entry/beyondtrusts-commitment-to-digital-accessibility">https://www.beyondtrust.com/blog/entry/beyondtrusts-commitment-to-digital-accessibility</a>
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.

## **Legal Disclaimer (Company)**

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the **BeyondTrust Web Rep Console** as of **December 6, 2024** and is only valid for the version and date it was tested.

This document is for informational purposes only, and Accessibility Partners makes no warranties, express or implied, in this document.